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LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

Invitation to Bid: Online Automated Proctoring Services

ADDENDUM #1

RESPONSES TO INQUIRIES

BID Number: 40016-20211123

DUE DATE/TIME December 14, 2021 4:00 pm

December 7, 2021

1. Question: Whether companies from Outside USA can apply for this?
(like, from India or Canada)

1. Response: Yes

2. Question: Whether we need to come over there for meetings?

2. Response: No

3. Question: Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

3. Response: Yes

4. Question: Can we submit the proposals via email?

4. Response: Yes

5. Question: Does LCTCS anticipate a single contract for all LCTCS
members, or will this be an opt-in and separate contract for each school?

**5. Response: LCTCS expects a single contract at the system level, with
each college given the ability to opt-in for participation.**

6. Question: Will LCTCS be using a single instance Canvas URL for the
proctoring implementation, or will each school have its own separate
Canvas instance?

**6. Response: LCTCS uses a single instance of Canvas; each college
uses a vanity URL and has a branded sub-account.**

7. Question: Is it a requirement that the preferred solution offer synchronous proctoring support?

There are references in the requirements to intervention during exams and live proctors. Many automated proctoring services are for asynchronous tests.

7. Response: The preferred option is for synchronous support for students during asynchronous exams; for instance: providing phone or chat options for students to connect to support when having trouble downloading chrome extensions or other matters related to the software.

8. Question: Does each member college currently have its own Canvas instance and will be moving to a subaccount in the future, or are all campuses currently using subaccounts in the LCTCS server?

8. Response: LCTCS uses a single instance of Canvas; each college uses a vanity URL and has a branded sub-account.

9. Question: If individual campuses currently license a proctoring solution, will they be permitted to keep their current solution, or will all campuses be required to switch to the system-wide solution?

9. Response: Individual colleges are allowed to keep their current solution.

10. Question: Can you share the reason for retaining video recordings for up to three years? Most educational clients prefer a much shorter data retention period. Would you consider a shortened data retention period?

10. Response: This requirement was motivated by Louisiana state record retention requirements which require a minimum of 1 year, with 3 years preferred.

11. Question: Can you please clarify the type of proctoring service you are seeking? There's confusion about whether you want automated proctoring or live proctoring or a recorded with human review proctoring service. In some instances you refer to flagging incidents for future review, and in other instances you refer to live proctor intervention. Can you please provide more details on precisely the type of proctoring service you're seeking?

11. Response: We seek an automated proctoring solution. The proctoring solution is expected to record and flag suspicious behavior for review on playback.

12. Question: Under what conditions should an exam be “discontinued when exam rules and protocols are not followed?”
- 12. Response: LCTCS does not have specific conditions. The proctoring solution is expected to record and flag suspicious behavior for review on playback. Excessive flags would be cause for discontinuation of exam.**
13. Question: Does LCTCS have an existing proctoring service?
- 13. Response: Yes**
14. Question: Can you provide any feedback on the areas you’re trying to improve from your experience with existing services?
- 14. Response: No. We seek to obtain these services at the best price point.**
15. Question: Will you be selecting one vendor or multiple vendors?
- 15. Response: One vendor**
16. Question: Is there any concern with use of biometrics for student identity verification?
- 16. Response: Not at this time**